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Gregory Hlibok

**From:** Pam Gregory  
**Sent:** Tuesday, April 20, 2004 9 35  
**To:** Gregory Hlibok  
**Subject:** FW fcc docket 98-67

Docket No. 98-67

ORIGINAL

can you get this in the docket?

-----Original Message-----

**From:** Larry O Bray [mailto:obrayla@msn.com]  
**Sent:** Mon 4/19/2004 6:43 PM  
**To:** Pam Gregory  
**Cc:**  
**Subject:** fcc docket 98-67

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APR 27 2004

Federal Communications Commission  
 Office of the Secretary

Please file: 98-67 and 03-123, thanks

April 17, 2004

Honorable Michael K Powell  
 Chairman  
 Federal Communications Commission  
 445 12<sup>th</sup> Street SW, Room 8B 201  
 Washington, DC 20554

RE Video Relay Service  
 Docket 98-67

Dear Chairman

My fellow deaf and hard of hearing acquaintances were fascinated upon observing the initial demonstrations of video relay and were impressed as the service continued to improve. This small vision of light at the end of a limited tunnel, after decades of frustration with the scourge of the telephone which was supposed to be for us, started to get brighter recently and seemed boundless with the possibility of finally making the telephone's accessibility more transparent.

Even with the emergence of the telecommunication devices for the deaf and hard of hearing and the text relay service, there has been no comparison of the benefits derived from a functionally equivalent video service that should take advantage of ever-improving technologies and research and development to lead to a more efficient system.

I know of us senior citizens, for instance, that have experienced difficulty with text systems, whether because of vision or arthritic problems or even non-English language which led us to give up making the telephone accessible. Think of the access to employment, doctors, etc that continues to be taken for granted via the telephone

If only there were a way for the FCC to have come into homes and observe the previous frustration versus the appreciative excitement of video relay users being able to come closer to what is voice equivalency by seeing actual eyes, facial expressions, and hands that are an essential ingredient of our communication to sign naturally and articulately. Because of the present FCC they would also now notice the deteriorating quality, increased wait times, limited hours of available service and the continual shortage of interpreters due to poor working conditions and pay

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Then along comes FCC whose tunnel seems to be blocking that glimmer of hope that would offer an improved functionally equivalent access for this long forgotten segment of citizens that hasn't been using the telephone network.

Our taxpayer funded FCC is now disregarding customary protocols and procedures to make certain that it won't have to be fair and open to the public. Such subterfuge should draw the attention of Congressional hearings and the disregard for the Americans with Disabilities Act.

Why can't we take advantage of this technological service that has a lot of potential? The deaf and hard of hearing most certainly would if it were in their hands/voice! If you were a grandparent, friend, relative, parent, kid, employer, proprietor, doctor, public servant, or whatever, would you not want to hear from 'yours'? The benefits are enormous.

Based on our experience, it is difficult to see if there has been any FCC research or documentation to merit its arbitrary actions. Consider all these years since the invention of the telephone that, even in these days of capability, show suppression has really gone too far

Please add this letter to FCC's file

Sincerely,

Larry O Bray  
17740 Crother Hills Road  
Meadow Vista CA 95722

cc

FCC Commissioners.  
Kathleen Q Abernathy  
Michael J Copps  
Kevin J Martin  
Jonathan S Adelstein

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Senators.  
Dianne Feinstein  
Barbara Boxer

House of Representatives  
John Doolittle